

Applicant: ZIRNGIBL *et al.*  
Serial No: 09/455,534  
Filing Date: December 7, 1999  
Page: 1 of 13

**IN THE UNITED STATES PATENT & TRADEMARK OFFICE**

IN RE PATENT APPLICATION OF: Michael ZIRNGIBL *et al.*  
SERIAL NO.: 09/455,534  
ATTORNEY DOCKET NO: 067220-0313100  
FILING DATE: December 7, 1999  
ART UNIT : 2614  
EXAMINER G. GAUTHIER  
FOR: SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH INTEGRATED INBOUND AND OUTBOUND VOICE SERVICES

---

**AMENDMENT UNDER 37 C.F.R. § 1.312**

**MAIL STOP ISSUE FEE**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Pursuant to 37 C.F.R. §1.312, and prior to payment of the enclosed issue fee, please amend the above-identified application as follows:

**Amendments to the Claims begin on page 2 of this paper.**

**Remarks begin on page 12 of this paper.**